

Family Health Services Division Key Early Childhood Programs And “Act with Care” Update (5/22/2020)

UPDATE: The Governor’s Beyond Recovery: Reopening Hawaii (May 18, 2020) allows more businesses to reopen during the “Act with Care” phase. At this time, all FHSD programs are continuing to telework, suspending in-person visits and engaging with families and providers by telephone, email, and videoconferencing. Discussions are underway on preparations for when the state reopens. Here is an update on the key early childhood programs within FHSD.

Children and Youth with Special Health Needs Program (CYSHNP)

UPDATE: CYSHNP will continue to communicate with youth and families by telephone, email, and videoconferencing. Neighbor Island Cardiac, Neurology, and Genetic Clinics are still on hold as are in-person visits. CYSHNP staff continue to check in with families to ensure their health concerns are being addressed.

Children and Youth with Special Health Needs Program (CYSHNP) provides care coordination, social work, nutrition, and other services for children with special health needs ages birth to 21 years old with chronic medical conditions. It serves families with children who have or may have long-term or chronic health conditions that require specialized medical care and are not involved with any other agencies providing the above supports. During the COVID-19 pandemic, CYSHNP will continue to provide telephone, email, and videoconferencing support, although in-person meetings are temporarily suspended.

For Families: CYSHNP staff will continue to connect and support families through telephone, email, and videoconference at the convenience of families. Requests for CYSHNP services will continue to be monitored and responded to in a timely fashion.

For Providers: CYSHNP staff will continue to connect with health care providers through telephone and videoconferencing. Requests for authorization for services (C-23) can be made through the assigned CYSHNP staff.

Contact information:

- Oahu (Main office):
 - Phone: (808) 733-9055, Fax: (808) 733-9068
 - Mail: CYSHNP Intake, 741 Sunset Ave., Honolulu, HI 96816
- Kauai Phone: (808) 241-3376, Fax: (808) 241-3480
- Maui Phone: (808) 984-2130, Fax: (808) 243-5202
- West Hawaii Phone: (808) 322-4882, Fax: (808) 322-1504
- East Hawaii Phone: (808) 974-4288, Fax: (808) 974-4285

Early Intervention Section

UPDATE: Early Intervention (EI) services continue to be provided by telephone and/or videoconferencing based on the family's preference. Both families and service providers are reporting that the EI sessions are going well. EIS is preparing to support providers as restrictions change and in-person visits can safely resume.

The Early Intervention Section (EIS) is a federal and state-mandated program that provides services to support the development of infant and toddlers from birth to 3 years of age. Information and support are also provided to parents to increase their knowledge about and ability to support their child's development. The Department of Health (DOH) is the lead agency for the implementation of Part C, Individuals with Disabilities Education Act (IDEA) for the State of Hawaii. Within the DOH, EIS is responsible to ensure that Hawaii meets all the requirements and regulations of Part C of IDEA.

In response to the current COVID-19 situation, early intervention (EI) services are being provided through alternative methods (i.e., phone or videoconferencing). Currently, all EI providers are offering services via phone. Telehealth services are being established and will be offered by EI providers as soon as it is available. Telehealth is using technology (e.g., computers, iPads, etc.) when the family and service provider(s) are not in the same location. A secure service (e.g., Zoom) will be used to ensure confidentiality. FaceTime is not an approved telehealth service because it does not meet confidentiality requirements. The EI Referral Line continues to accept and process referrals.

Contact information:

EIS Phone: (808) 594-0000

EIS Fax: (808) 586-0015

EI Referral: (808) 594-0066 or 1-800-235-5477

EI Referral Fax: (808) 586-0016

Home Visiting

UPDATE: With guidance from the federal Health Resources and Services Administration, Hawaii's Your 'Ohana Home Visiting Network is preparing for in-person visits once restrictions are lifted. Currently face-to-face home visits are still suspended. DOH Home Visiting Unit staff are working with providers to ensure health and safety precautions are developed for children, families, as well as home visitors.

DOH Home Visiting is aware of the impacts the COVID-19 public health emergency has and will continue to have on our service delivery to families. In Hawaii, we are temporarily suspending face-to-face home visits to protect the health and safety of families and home visitors. Our home visiting service programs will continue its strategy to engage families using videoconferencing or through telephone calls to maintain contact with families while maintaining fidelity to the models.

WIC

UPDATE: Hawaii WIC has temporarily added new foods during this time where certain items might be hard to find or are unavailable in stores. Hawaii WIC continues to provide services by telephone so WIC participants do not have to go to clinics in person. Hawaii has completed rolling out eWIC, which is an electronic benefits transfer (EBT) system that replaces the current paper checks with an electronic

process for participants to purchase approved items in stores. The WICShopper app is available for download and lets participants review available food benefits, scan products to identify WIC allowed foods, find WIC clinics and WIC-approved stores, and view recipes on a smartphone.

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC), is a federally funded program that provides Hawaii residents with nourishing supplemental foods, nutrition education, breastfeeding promotion, and health and social service referrals. The participants of WIC are either pregnant, breastfeeding, or postpartum women, and infants and children under age 5 who meet income guidelines and have a medical or nutritional risk.

Hawaii WIC continues to provide services during this public health emergency caused by the COVID-19 virus. At this time, WIC staff can provide service by phone so that there is no need to go to the clinic in-person. Call the clinic directly with any questions.

If someone is pregnant, breastfeeding an infant, has given birth in the last six months, or has a child younger than 5 years old, contact a WIC clinic near you to apply.

OAHU			
Local Agency	Address	Phone/Fax	Contact
<u>Kalihi-Palama WIC Program</u>	Kalihi Palama Health Center 710 North King St. Honolulu, HI 96817	(808) 841-0011 (808) 842-1002	Ginny Coe
Kapiolani WIC Program	Kapiolani Medical Center 1319 Punahou St., Diamond Head Tower 3rd Floor Honolulu, HI 96826	(808) 983-8531 (808) 983-6177	Darcey Tsukamoto
<u>Kokua Kalihi Valley WIC Program</u>	Kokua Kalihi Valley Health Center 2239 N. School St. Honolulu, HI 96819	(808) 791-9444 (808) 847-1144	Dyan Bautista
<u>Leeward WIC Program</u>	Waipahu Civic Center 94-275 Mokuola St., Room 200-A Waipahu, HI 96797	(808) 675-0365 (808) 675-0371	Jean Kanda
<u>Wahiawa WIC Program</u>	Wahiawa Civic Center 830 California Ave., Bldg. 2 Wahiawa, HI 96786	(808) 622-6458 (808) 622-6460	Laura Morihara

<u>Waianae Coast Comprehensive Health Center WIC program</u>	86-260 Farrington Hwy. Waianae, HI 96792	(808) 697-3301 (808) 697-3533	Pua Kaiwi
<u>Windward WIC Program</u>	Windward Comprehensive Health Center 45-691 Keaahala Rd. Kaneohe, HI 96744-3569	(808) 233-5470 (808) 233-5482	Jessica Dixon
<u>Waimanalo WIC Program</u>	41-1347 Kalanianaʻole Hwy. Waimanalo, HI 96795	(808) 259-7940 Ext. 152 or 143 (808) 954-7168	Jennifer Conway

MAUI			
Local Agency	Address	Phone/Fax	Contact
Malama I Ke Ola Health Center WIC Program (Community Clinic of Maui)	1881 Nani St. Wailuku, HI 96793	(808) 872-4034 (808) 872-4072	Viviana Hahn
Maui WIC Program	781 Kolu St., Room A-1 Wailuku, HI 96793	(808) 984-8225 or 984-8226 (808) 984-8228 (Fax)	Jeny Bissell
Lanai WIC Program (Lanai Community Health Center)	333 Sixth St. Lanai City, HI 96763	(808) 565-6919 (808) 565-9111 (Fax)	Jared Medeiros
Molokai WIC Program (Molokai Community Health Center)	30 Oki Place Family Support Center Bldg. Kaunakakai, HI 96748	(808) 660-2614 (808) 553-8399	Joyce Ainoa

ISLAND OF HAWAII			
Local Agency	Address	Phone/Fax	Contact
Bay Clinic WIC Program	Pahoa Family Health Center 15-2866 Pahoa Village Rd., Bldg. F, Ste. A Pahoa, HI 96778	(808) 965-3030 (808) 965-9895	Amanda Freitas
Hawaii WIC Program	Waiakea Kai Plaza 88 Kanoelehua Ave., Ste. 201 Hilo, HI 96720	(808) 974-4270 (808) 974-4275	John Watkins
Kona WIC Program	Kealakekua Business Plaza 81-980 Halekii St. Kealakekua, HI 96750	(808) 322-4888 (808) 322-1538	Nancy Roberts

KAUAI			
Local Agency	Address	Phone/Fax	Contact
Kauai WIC Program	Kukui Grove Executive Center II 4370 Kukui Grove St., Ste 3-213 Lihue, HI 96766	(808) 241-3080 (808) 241-3079	Jennie Valencia